

ERROR: GARBLED TEXT AFTER installing the CerTest font (Rev 7 Mar 12)

This error sometimes occurs after the E-Exam program is installed on a new computer; especially on a computer using the Microsoft VISTA operating system. Students will typically report that on-screen text appears “bunched together,” “jumbled,” or has white blocks and is completely unreadable.

You can determine if you need to install this patch by reviewing questions in E-exam# 9999 using a pseudo-student profile. Bear in mind, this problem only affects *italicized* text, so all other text will appear properly. Each item in E-exam# 9999 is loaded with italicized text which will make it readily apparent if this patch is needed. Detailed instructions for performing this check using a pseudo-student and E-exam# 9999 are listed at the bottom of this page.

IMPORTANT: DO NOT make this change unless you have installed the CerTest font and have checked to see that the *italics are still not displaying properly*. See the instructions for “ERROR: Unreadable, Missing, or Garbled Text in Questions”

If you replace the EDrive.exe file when the program is already *displaying italics correctly you will create a new problem:*

italicized words will appear *s t r e t c h e d o u t* !

Solution/Fix:

1. Go to the workstation having the problem and edit the file:
C:\ProgramData\E-exam 3\E-Exam_Local.ini
(or, on Windows XP machines):
C:\Documents and Settings\All Users\Application Data\E-exam 3\E-Exam_Local.ini
2. Change the line: **Italics_Kerning=OFF** to **Italics_Kerning=ON** or if **Italics_Kerning=ON** change it to **Italics_Kerning=OFF**

Once the file has been modified, italicized text in E-exam test items should be displayed properly.

To check to see if the problem is corrected:

1. Log in to E-Exam as a manager and create a “new” student: Daffy Duck with a SSN of 000-00-0000. Rank, etc., does not matter but assign Daffy to all specialties.
2. Unlock E-exam# 9999 for Daffy.
3. Go to the Log On Screen (FILE: Go to Log On Screen)
4. Log in as Daffy and elect to take the test that has been unlocked.
5. Scroll through the test and make sure italicized text is displayed properly.
6. Exit and Score the test.
7. Log back in as Manager, open Student List, and DELETE Daffy Duck from your student list. WE DO NOT WANT TO RECEIVE STUDENT DATA ON DAFFY DUCK!!

If you still have a problem with garbled text after performing the above procedure, contact E-exam Support (AU/A3/6 ESS) at <http://www.aueducationsupport.com> for assistance before administering any further tests using the E-exam program.